



June 2023

IMPORTANT SAFETY RECALL

NHTSA Recall #23V-407

Pierce Recall #74B327

Dear Pierce Vehicle Owner:

Ref: Pierce Job# << Product Number>>

VIN: <<VIN>>

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Pierce has determined that a defect which relates to motor vehicle safety exists in certain 107' Ascendant ladder and 110' Ascendant platform models installed on single rear axle Enforcer chassis and equipped with galvanized stabilizer beams. The condition may exist in the above listed vehicles that were shipped between September 21, 2016 and December 15, 2022. It is possible that cracks can develop in the galvanized beam structure. Should cracks develop and, if they are not addressed propagate to the point of galvanized beam failure, this may compromise the structural integrity of the beam. If the galvanized beam fails, the risk of injury to persons may increase.

Until the recall remedy is completed, do NOT use the ladder or platform on your truck.

! I M P O R T A N T !

- Your Pierce Vehicle is being recalled.
- You should contact your Pierce dealership service representative to schedule an appointment for the remedy.
- This service will be performed for you at **no charge**.

Why is a recall being conducted?

- Cracks may develop in the structure of some galvanized stabilizer beams.
- Should a crack develop, and if it is not addressed and the crack propagates to point of failure, this may compromise the structural integrity of the galvanized stabilizer beam and the risk of injury to persons may increase.

What are we doing about the

- Pierce will replace the existing galvanized stabilizer beams with an Electro Coated (E-Coat) version of the same.

problem?

- The repair will be made at no cost to the customer.
- This repair will take a minimum of one full day to complete.

What should you do?

- Customers can continue to keep their vehicles in-service until the repair is completed – however – the truck should **NOT** be utilized as an aerial device.
- To coordinate your repair, contact your Pierce dealership service representative. The repair must be performed at an authorized Pierce dealership.
- If you have any questions or require further assistance, contact Pierce at 1-888-Y-PIERCE (1-888-974-3723).

What if you no longer own this vehicle?

If you no longer own this vehicle, please contact Pierce at 1-888-Y-PIERCE (1-888-974-3723) to assist us in updating our records.

Who should you contact if you have further questions or concerns?

If you have further questions, please contact Pierce at 1-888-Y-PIERCE (1-888-974-3723) to allow us to assist you.

If you have already paid to have your vehicle corrected for this condition, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, contact our service group at 1-888-Y-PIERCE (1-888-974-3723) and indicate you have a service and technical question.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to:

The Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE.,
Washington, DC 20590;
or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153);
or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

PIERCE MANUFACTURING INC.